

VIRGINIA RELAY SERVICE
Customer Contact Report
(March, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	2	5
Relay/OSD Related			
Other			
Total Commendations	3	2	5
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints			
III. Inquiries/Comments	Voice	TTY	Total
General Information	6	3	9
Outreach/Marketing	1		1
Explain Relay			
TTY Distrib/Purchase			
LEC Service		1	1
Billing/Rate			
Computer Settings			
Technical Related	1	1	2
Other	7		7
Total Inquiries/Comments	15	5	20
Grand Total	18	7	25